

September 23, 2014

WELCOME TO THE

< **N I E M** > <sup>TM</sup>

**VIRTUAL TOWN HALL**



**For conference audio:**  
Toll-Free: 1-888-989-4714 | Toll: 1-210-234-0016 | Passcode: 8081332

# AGENDA & SPEAKERS

## Welcome

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**Best of NIEM 2013 Winner—Automated Secure Alarm Protocol (ASAP) Program**

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**NIEM Emergency Management Domain**

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## Question and Answer



*JUSTIN STEKERVETZ*



*BILL HOBGOOD*

### *Questions?*

Type them into the



Tweet them to:



@NIEMConnects



*KAMRAN ATRI*



*CHASE GARWOOD*



Best of NIEM 2013 Winner:

# THE AUTOMATED SECURE ALARM PROTOCOL (ASAP TO PSAP)

FEATURING: BILL HOBGOOD

# OVERVIEW

- **The Automated Secure Alarm Protocol (ASAP) Standard**
- **Live Demo**
- **Who Is Using It**
  - Public Safety Answering Points (PSAPs) & Computer-Aided Dispatch (CAD) Providers
  - Central Station Implementations
- **PSAP Experiences**



# ACRONYMS AND DEFINITIONS

- **ANS:** American National Standard
- **APCO:** Association of Public Safety Communications Officials
- **ASAP:** Automated Secure Alarm Protocol
- **CAD:** Computer-Aided Dispatch
- **CSAA:** Central Station Alarm Association
- **NIEM:** National Information Exchange Model
- **Nlets:** The International Justice & Public Safety Network
- **PSAP:** Public Safety Answering Point



# CASE STUDY: THE AUTOMATED SECURE ALARM PROTOCOL

## The Birth of an American National Standard (ANS)

- **Original ANS Name:**
  - APCO/CSAA 2.101.1-2008 ANS Alarm Monitoring Company to PSAP CAD External Alarm Interface Exchange {Adopted January 15, 2009}
- **Renewed ANS Name:**
  - ANSI/APCO/CSAA 2.101.2-2014 APCO / CSAA Standard (ANS) for Alarm Monitoring Company to PSAP CAD Automated Secure Alarm Protocol (ASAP) {Renewed August 5, 2014}
- **Standards-Based**
  - XML
  - Converted from Custom Template → GJXDM → NIEM

# BY THE NUMBERS

PSAPs **6,500**  
Primary & Secondary

**20,000+**  
Police/Fire/Med Agencies

PSAPs Call Volume  
**250,000,000** annually

Central Station Dispatches  
**22,800,000** annually<sup>1</sup>

**15,000**  
Richmond's 9-1-1 PSAP

<sup>1</sup> Source: Security Industry Alarm Coalition

# AUTOMATED SECURE ALARM PROTOCOL: PURPOSE

**To provide a standard data exchange for electronically transmitting information between an Alarm Monitoring Company and a Public Safety Answering Point (PSAP).**

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**Generic Explanation:** The exchange replaces the telephone calls between the Alarm Monitoring Company operator and the 9-1-1 PSAP call-taker.



# HOW ASAP WORKS

## *Three Primary Uses*



**Alarm Central Station**



Initial Notification  
of New  
Alarm Event



**9-1-1 PSAP**

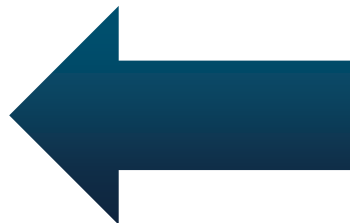
- **Central Station initiates notification of new alarm event**
- **Central Station Incident Number sent to PSAP**

# HOW ASAP WORKS

## *Three Primary Uses*



**Alarm Central Station**



PSAP's Response  
&  
Acknowledgement



**9-1-1 PSAP**

- **Acknowledgement by PSAP that notification has been Accepted or Rejected**
- **PSAP Incident Number returned to Alarm Company**

# HOW ASAP WORKS

## *Three Primary Uses*



**Alarm Central Station**

### **Updates from Alarm Company**

- Key-holder information
- Request to cancel dispatch
- Response to PSAP questions



Bi-Directional  
Status & Response  
Updates



**9-1-1 PSAP**

### **Updates from the PSAP**

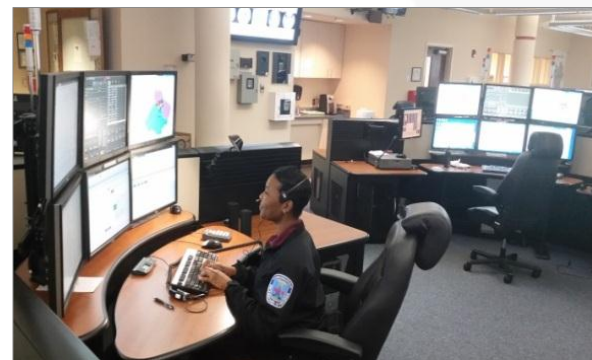
- Resources dispatched/arrived
- Call closure with disposition
- Request for information

# ASAP GOALS

## Goal #1



**Alarm Monitoring Company**



**Public Safety PSAP**

**Eliminate the telephone calls  
between the Alarm Monitoring  
Company and the 9-1-1 PSAP**

Telephone Call  
Volume From Alarm  
Companies

# ASAP GOALS

## Goal #2

**I can't  
understand  
you!**

**How do you  
spell that  
street?**

**I can't hear you,  
call back.**

**Eliminate miscommunication  
between the Alarm Monitoring  
Company operators and the  
9-1-1 PSAP call-takers**

**Mistakes &  
Miscommunication**

# ASAP GOALS

## Goal #3



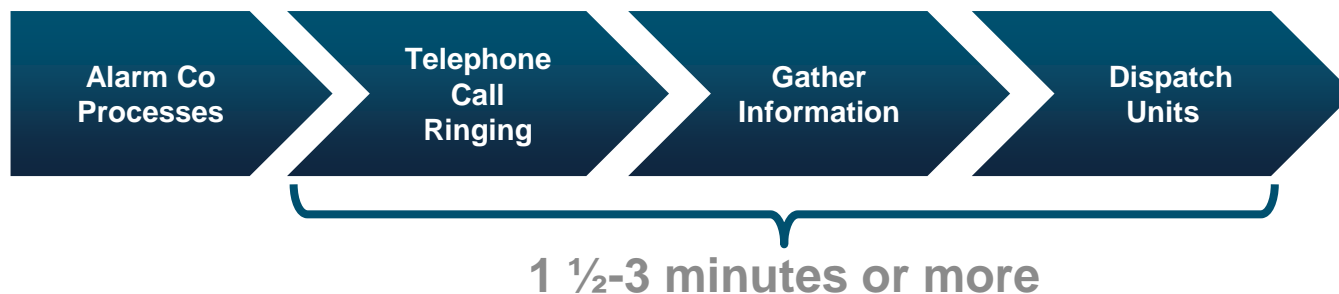
**Decrease processing and response times to alarm-related calls-for-service with an increase in law enforcement apprehensions made, fires more quickly extinguished, and lives saved.**



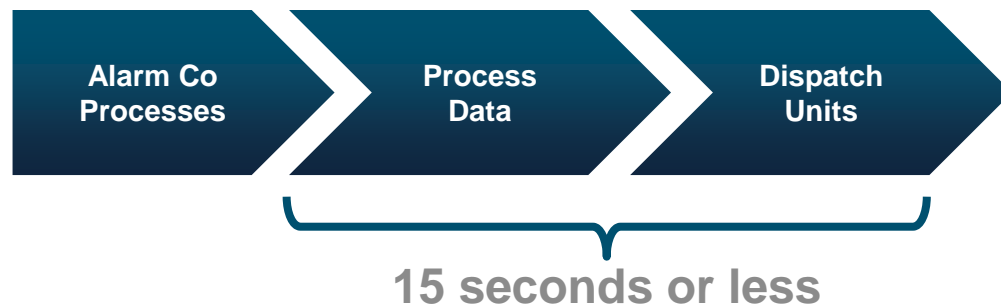
# ASAP TO THE PSAP: COMPARATIVE ANALYSIS

## Traditional Delivery Versus Use of ASAP

### Without ASAP: Delivery via Telephone



### With ASAP...



# OUTREACH AT CITY OF RICHMOND, VA

## Richmond's Experiences

### 23,000+ total alarm exchanges transmitted:

- No telephone call; no call-taker involvement
- Spelling mistakes and transposition of street address numbers eliminated
- No low volume headset issues; no need to try to interpret accents
- Works efficiently regardless of how inundated 9-1-1 call takers may be

### Was...

- 1½ min—average process time without repetition
- Up to 3 min (sometimes more)—process time for some alarm calls
- Alarm operators sometimes placed on hold for 8–10 minutes
- The worst call in the PSAP

### Now...

- 15 sec or less—average turnaround time via the interface
- The most accurate and concise call in the PSAP



# ASAP LIVE DEMO



City of Richmond



# ASAP OPERATIONAL PSAPS

**City of Richmond**  
(VA)

**City of Houston**  
(TX)

**Washington, DC**

**Tempe PD**  
(AZ)

**James City County**  
(VA)

**York County**  
(VA)

And many more in development...  
**When will your agency appear on this list?**

**Morgan County**  
(AL)

# CAD PROVIDERS WITH AN ASAP INTERFACE SOLUTION



***NORTHROP GRUMMAN***



V E R S A T E R M



**MOTOROLA**



And many more in development...

# OPERATIONAL ALARM CENTRAL STATIONS

## **Vector Security (Ranked #9)\***

United Central Control

National Monitoring Center

Rapid Response Monitoring

## **Monitronics (Ranked #4)\***

## **SafeGuard (Ranked #32)\***

## **Guardian Security (Ranked #10)**

## **Alarm Detection Systems (Ranked #24)\***

## **American Alarm (Ranked #38)\***

## **Protection One (Ranked #6)\***

Affiliated

## **RFI (Ranked #52)\***

\* Source: SDM Magazine 2014

# CENTRAL STATIONS THAT HAVE SIGNED UP TO PARTICIPATE IN ASAP

Acadian

**Ackerman (Ranked #22)\***

**ADS Security (Nashville)(#25)\***

**ADT (Ranked #1)\***

Alarm Center, Inc.

Alarm Central Station

**ASG (Ranked #11)\***

Buckeye Protective Service

Centralarm

Checkpoint

CMS

COPS

**Devcon (Ranked #20)\***

DGA

**Diebold (Ranked #8)\***

DMC Security

iWatch

MACE

Monitoring America

**Peak Alarm (Ranked #66)\***

**Stanley (Ranked #3)\***

**Tyco (Ranked #2)\***

**Vivint (Ranked #5)\***

**Washington Alarm (#79)\***

Wayne Alarm

\* Source: SDM Magazine 2014

# ASAP AWARDS

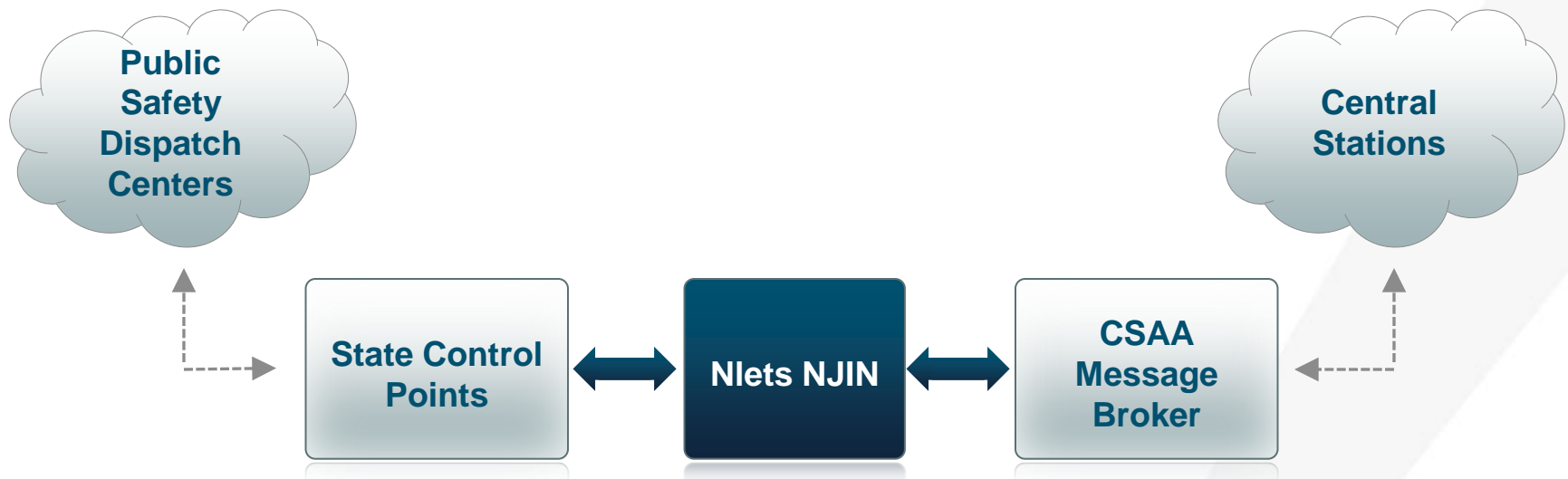


- 2009 VA Governor's Technology Award for Innovation in Local Government
- 2009 Inaugural IJIS Institute's Innovation Award
- American City & County Magazine's 2009 Crown Community Award for Excellence in Local Government
- Center for Digital Government's 2009 Digital Government Achievement Award
- Accepted into the 2009 City Showcase Sponsored by the National League of Cities
- Alliance for Innovation 2010 Award for Innovation in Local Government
- 2013 Computerworld Honors Laureate Award—Safety & Security
- 2013 VA Governor's Technology Award for IT as an Efficiency Driver, Government to Business
- 2013 Government Computer News (GCN) Award for Outstanding Information Technology Achievement in Government
- 2013 Best of NIEM award and induction into the NIEM Hall of Fame
- Alliance for Innovation 2014 Award for Outstanding Innovation in Local Gov't

# Nlets—CSAA HIGH-LEVEL DESIGN

## Nlets—CSAA High-level Design

- XML Firewall housed within Nlets' facility
- Secure Certificate Authenticated hardware based VPNs to Central Stations
- CSAA Message Broker Server to consolidate Central Station traffic housed within Nlets site
- CSAA/Nlets routing wrappers



# FOR MORE INFORMATION ON ASAP



## For More Information:

- APCO: [www.apco911.org](http://www.apco911.org) email: [asap@apcointl.org](mailto:asap@apcointl.org)
- ASAP ANSI, Fact Sheet, FAQs, Information Exchange Package Documentation (IEPD)
- <http://www.apco911.org/resources/asap.html>
- CSAA: [www.csaintl.org](http://www.csaintl.org) Email: [psap@csaa-asap.org](mailto:psap@csaa-asap.org)
- Nlets: [www.nlets.org](http://www.nlets.org)
- CSAA Video: [csaintl.org/asap](http://csaintl.org/asap)

## Bill Hobgood, Project Manager, Public Safety Team

City of Richmond, Dept. of Information Technology

900 E. Broad St., Room G-2

Richmond, Va. 23219

804-646-5140 | Cell: 804-240-0744

[Bill.Hobgood@Richmondgov.com](mailto:Bill.Hobgood@Richmondgov.com)



# BEST OF NIEM 2014

FEATURING: Justin Stekervetz

# WHO'S DONE SOMETHING FANTASTIC WITH NIEM? “BEST OF NIEM”

**Best of NIEM** recognizes NIEM implementation projects that **improve performance, increase efficiency, and support government transparency.**

## Honorees receive:

- Acknowledgement at NIEM in November
- Exposure and recognition on NIEM.gov
- Bragging rights!



**Deadline for nominations is October 3, 2014!**

**Submit now at: <http://go.usa.gov/ynjW>**



# NIEM EMERGENCY MANAGEMENT DOMAIN

FEATURING:

Chase Garwood and Kamran Atri



# EM DOMAIN 2014 LAUNCH

## EM Executive Management Committee

- The Emergency Management (EM) Domain Executive Committee is composed of representatives from organizations with a strong focus on providing assistance to the Emergency Management community. The EM Domain Steward is DHS Science and Technology Directorate Resilient Systems Division (S&T RSD). Jalal Mapar (S&T RSD) serves as EM EMC Chair. Daniel Cotter (DHS Science and Technology Directorate's First Responders Group [S&T FRG]) and Ted Okada (DHS FEMA CTO) both serve as the domain Ombudsman

## Finalized and Reviewed Assets and Platforms

- Defined administrative and managerial assets under steward (S&T RSD)
- NIEM EM Facilitator and the Executive Program Director
- Executive Management Committee Structure and Members
- Initiated Community Of Interest (COI) engagement via Facilitator
- Cross-platform engagement (NIEM.gov, FEMA.gov, IEC.gov, state, and local)

## Initial Attribute Review and EM Data Model

- Early analysis included existing schema review and harmonization across all NIEM domains and core and review of outside data sets (EM) to ensure capture of all attributes. Next steps include COI review via GitHub and refinement of draft data model

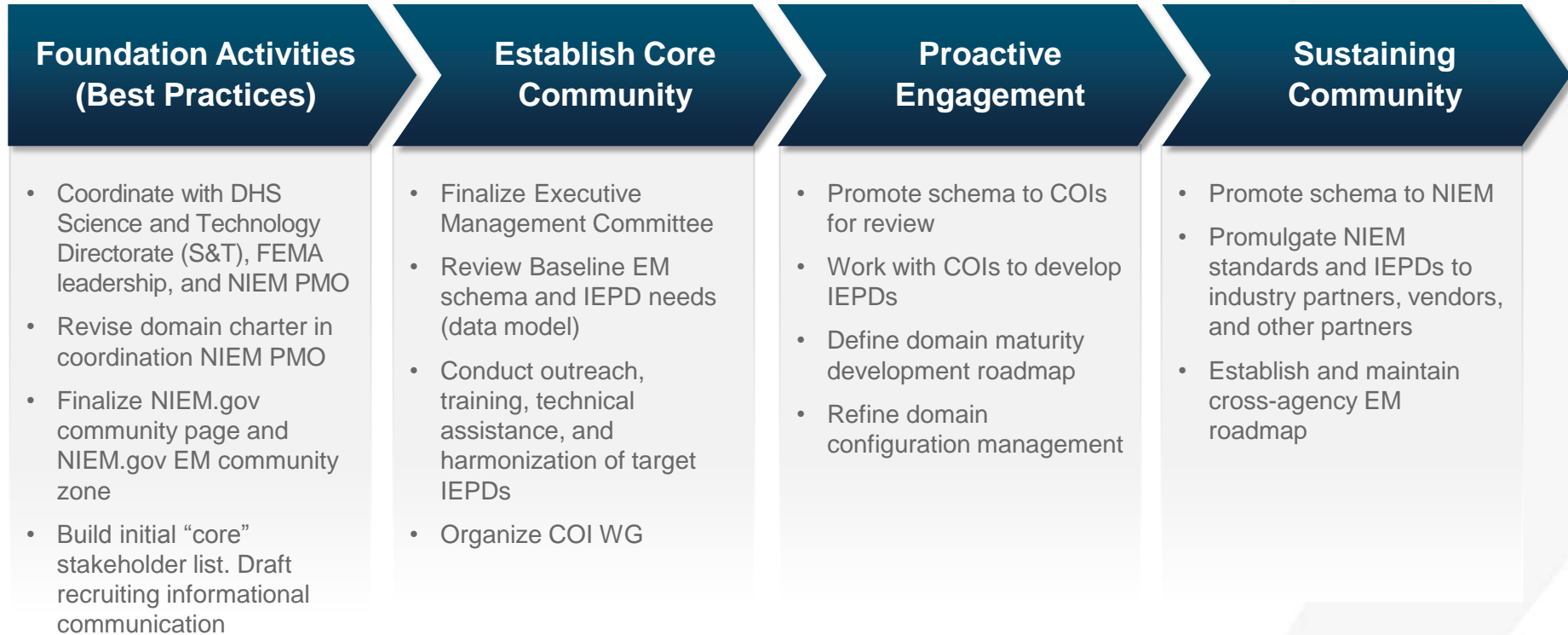
## Initiated COI Communications to Drive Enrollment

- EM Facilitator sent informational email (EM Open for Business) **to an initial target COI list of over 3,500 federal, state, and local Emergency Management practitioners.** Follow-up communication offering IEPD review, technical assistance, and training was sent in early September

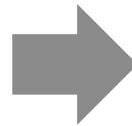
# EM DOMAIN OUTREACH EXECUTION

## Phased Communication Approach

July/Aug → Sep/Oct → Nov/Dec → 2015



**Initial Outreach Campaign:** Researched and refined 2,600 POCs for Emergency Operation Centers or those directly involved in support of local EM response team nationwide, covering over 2,313 counties in 34 states, resulting in 2,442 EM target COI emails sent and more in line for Round 2. Initial response has been positive—particularly at the national level.

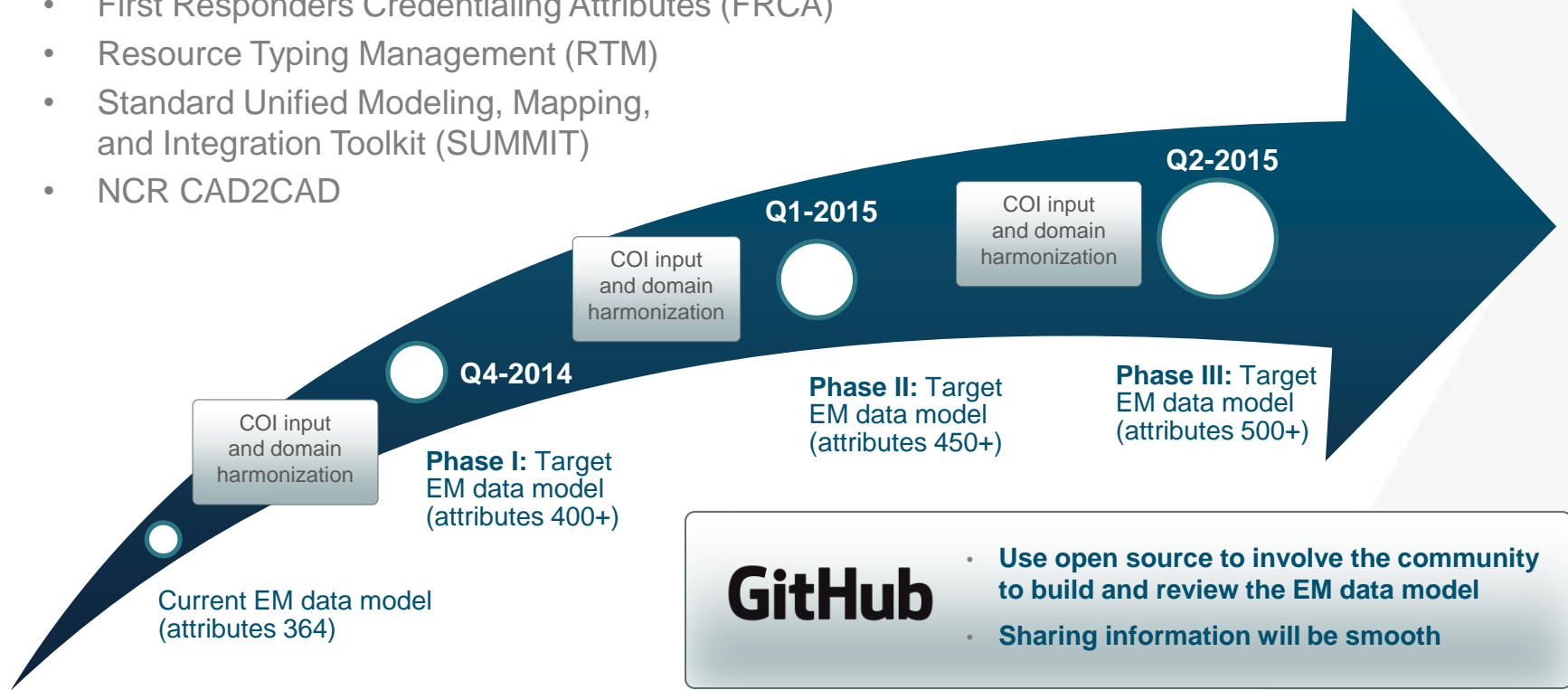


**Round 2** has been completed to include outreach to all 50 states. An additional 1,000 EM target COI emails were sent. A follow-up communication was sent to all (Phase 1 and 2) target members offering technical assistance, exchange, and IEPD review. Fairfax County engaged via NIEM PMO.

# EM DOMAIN DATA MODEL DEVELOPMENT

Some of the IEPD and data exchange input to the upcoming target EM data model:

- Emergency Data Exchange Language (EDXL)
- Emergency Operations Centers Interconnectivity (EOC-i)
- First Responders Credentialing Attributes (FRCA)
- Resource Typing Management (RTM)
- Standard Unified Modeling, Mapping, and Integration Toolkit (SUMMIT)
- NCR CAD2CAD





# EM DOMAIN EMBRACES GITHUB

NIEM / Emergency-Management-Model-Content

Watch 6 Star 0 Fork 0

NIEM Emergency Management domain model content. We're gathering community business requirements to form a domain update to the model.

8 commits 1 branch 0 releases 2 contributors

branch: master Emergency-Management-Model-Content / +

Update README.md

CB2 authored 2 days ago latest commit 7c8ec8aca4

File	Commit	Time
NIEM EM 2.1.xls	Adding EM files	12 days ago
NIEM EM Post 3.0 Release_Change Request.xlsx	Adding EM files	12 days ago
README.md	Update README.md	2 days ago

README.md

## Emergency-Management-Model-Content

NIEM Emergency Management (EM) domain model content.

We're gathering community business requirements to form a domain update to the model.

Please update the [NIEM EM Post 3.0 Release\\_Change Request.xlsx](#) file with your emergency management business requirements.

For more information on the NIEM EM domain, visit [NIEM.gov](#).

NOTE: We're piloting the use of github for domain model content management. Please provide your feedback on what works well, what could be improved...help us make this great!

Code

Issues 0

Pull Requests 0

Wiki

Pulse

Graphs

HTTPS clone URL

<https://github.com/>

You can clone with HTTPS, SSH, or Subversion

Clone in Desktop

Download ZIP

**For EM Data  
Model Refinement,  
GitHub Offers:**

Ease of Access  
Increased Transparency  
Refined Review Process  
Public Forum and  
Comments

# FAIRFAX COUNTY ENGAGEMENT

## *Direct Engagement Pilot Initiative*



### National Capital Region (NCR)

- Established regional players with exchange requirements
- Outdated IEPDs require review and NIEM 3.0 alignment
- Prime candidate for technical assistance and domain review
- High level of sophistication with support to rural areas; gives insight into spectrum of services required at all state and local levels

**Allows refinement of pre-planned/package approach  
to direct engagement and technical assistance**



# EOC/NIEM INTEROP TOOLBOX IN DEV



*A process- and tool-oriented approach to bringing NIEM to the EM community*

## Toolbox Components:



- Executive/Manager Level NIEM/Interop Cheatsheet
- Step-by-step Process Plan for Discovery and Implementation
- Understanding Exchanges/Exchange Partner Engagement
- Community-Centric (Early Engagement Drives Requirements, Additional Utilities, and Ongoing Refinement)
- Targeting EOCs as well as Regional and Local Offices

**A Domain-Centric NIEM Implementation Toolbox  
for the Non-IT Executive or Program Manager**

# STEPS TO FULL OPERATIONS

## Review and Publish Data Model/Schema

- Conduct initial attribute review (operational IEPDs) and cross-domain harmonization. Share draft EM data model with appropriate stakeholders and domain representatives for comments. Upon approval, publish draft data model on GitHub for public review prior to 3.0 inclusion. Ongoing updates to ensure harmonization with domain change, technology, or business processes


## Drive Membership; Provide Information Updates and Outreach

- Followed up on initial outreach and membership communication, offering direct technical assistance (IEPD review) and training. Continued direct engagement, coupled with top-down network expansion to drive collaborative efforts. Finalize EM Domain toolbox

## Provide Technical Assistance and Training

- Provide NIEM training (technical and executive) to multiple stakeholders and at various events, develop training materials, provide one-to-one training and technical assistance, IEPD review

# GET INVOLVED: JOIN THE EM DOMAIN



**Jalal Mapar**  
NIEM EM Domain Chair  
DHS S&T  
EM Domain Steward

**National Information Exchange Model (NIEM)**  
**EM Domain Membership Approval Form**

I, \_\_\_\_\_ wish to be a member of the NIEM Emergency Management Domain.

As a member of the NIEM Emergency Management Domain, I agree to follow the frameworks, policies, processes and governance as set forth in the NIEM Emergency Management Domain Charter and Management Plan and to provide the necessary assistance and contribution as required by the Domain, including review and voting on issuing required domain resolution. If I am unable to take action on any issue(s) that requires Domain Member input, I will designate my alternate (if any) to act in my stead.

Please email this form to NIEM-EM-FACILITATOR@CSE-CORP.COM. Upon vetting and approval by the Chair of the Domain a notification will be sent to you with details on next steps and activities.

The organization I represent is: (check one) \_\_\_\_\_ US Federal Government; \_\_\_\_\_ Other Government; \_\_\_\_\_ Consultant; \_\_\_\_\_ Vendor; \_\_\_\_\_ Other

My preferred mode of participation is: (check all that apply) \_\_\_\_\_ Member only; \_\_\_\_\_ Technical Working Group; \_\_\_\_\_ Operations Working Group; \_\_\_\_\_ Tiger Teams (various issues)

Signed \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Printed Name \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

E-mail Address: \_\_\_\_\_


Phone \_\_\_\_\_ Fax \_\_\_\_\_

**For Official Use**

Approved \_\_\_\_\_ YES \_\_\_\_\_ NO \_\_\_\_\_

Approver Name \_\_\_\_\_

Approver Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_



NIEM Emergency Management Domain Membership Approval Form

**Join the NIEM Emergency Management Domain:**  
[NIEM-EM-Facilitator@cse-corp.com](mailto:NIEM-EM-Facilitator@cse-corp.com)

- **Learn more about NIEM:**  
<http://niem.gov>
- **Learn more about the NIEM EM Domain:**  
<https://www.niem.gov/communities/em/Pages/about-em.aspx>

**Join the EM Domain Community Of Interest (COI):**  
[NIEM-EM-Facilitator@cse-corp.com](mailto:NIEM-EM-Facilitator@cse-corp.com)

# EM DOMAIN CONTACTS



## **Chase Garwood**

DHS S&T RSD

NIEM EM Executive Steering Committee

[chase.garwood@hq.dhs.gov](mailto:chase.garwood@hq.dhs.gov)

## **Kamran Atri**

Domain Management Support

[Kamran.Atri@associates.hq.dhs.gov](mailto:Kamran.Atri@associates.hq.dhs.gov)

CSE CTO




[Kamran.atri@cse-corp.com](mailto:Kamran.atri@cse-corp.com)

# QUESTION AND ANSWER

## FEATURING:

Justin Stekervetz, Bill Hobgood,  
Aaron Gorrell (Bill's Phone-a-Friend on Technical),  
Kamran Atri, and Chase Garwood

# UPCOMING EVENTS

Event	Description	Timeline
	<ul style="list-style-type: none"> <li>Recognizes NIEM implementation projects that improve performance, increase efficiency, and support government transparency</li> <li>Winners will be announced at NIEM in November</li> </ul>	<p><i>Submission Timeline:</i></p> <p><b>Open until October 3, 2014</b></p>
	<ul style="list-style-type: none"> <li>Half-day event with panels, demonstrations, and much more!</li> <li>In-person and virtual attendance</li> </ul>	<p><i>Event Date:</i> <b>November 4, 2014</b></p> <p><i>Event Time:</i> <b>12:00–4:30 p.m. ET</b></p>
 <p>State, Local, &amp; Tribal Subcommittee</p>	<ul style="list-style-type: none"> <li>Subcommittee to represent the state, local, and tribal components of each domain</li> </ul>	<p>Please <b>contact Randi Lorah</b> via her LinkedIn Discussion if interested in participating</p>

Email: [information@niem.gov](mailto:information@niem.gov) | Website: [NIEM.gov](http://NIEM.gov) | Twitter: [@NIEMConnects](https://twitter.com/NIEMConnects) | LinkedIn: [NIEM](https://www.linkedin.com/company/niem)